



County of Los Angeles

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Chief Administrative Officer

July 31, 2003

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From: David E. Janssen
Chief Administrative Officer

STATUS REPORT ON THE SERVICE INTEGRATION BRANCH

This is the eleventh quarter status report on the operations of the Service Integration Branch (SIB) and collaborative efforts with the New Directions Task Force (NDTF) to improve access to services; customer service and satisfaction; multi-agency service delivery, financing, and implementation; data/information sharing; and funding for services. As you know, your Board approved the creation of SIB within the Chief Administrative Office (CAO) to phase-in staffing resources; to support and coordinate collaborative policy development initiatives; to assist County departments to integrate services delivery systems; and to help provide children and families with needed information.

Significant actions completed this quarter include the following:

- **Internet/Intranet Web Surveys:** An enterprise system solution that contains the functionality required for the design, development, and administration of surveys, as well as the analysis and publication of results of data using Web technology was fully implemented. Paper collected data can be merged with on-line survey data for complete analysis, resulting in a full enterprise solution for collectively tabulating and analyzing paper and electronic surveys. Among other projects, this technology will support the ability to effectively survey consumers of health and human services to assess the achievement of departmental customer service and satisfaction goals.
- **Special Needs Housing Alliance:** With the support of NDTF agencies, Shelter Partnership was awarded a two year, \$130,000 grant (\$65,000.00 per year) by the Corporation for Supportive Housing to assist with the development of permanent supportive housing for individuals and families that are considered "long-term homeless" due to chronic health conditions and/or disabilities. Receiving this grant enables Shelter Partnership to provide the Alliance with the staff and technical support needed to further implement its Work Plan.

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- **Central Eligibility List (CEL):** This pilot project to ensure equitable and streamlined access to the full range of subsidized child care services for all income-eligible families; provide accurate, unduplicated information on the number of income-eligible families seeking subsidized child care services; and improve the ability to advocate for new resources for underserved communities and populations is fully operational. A database of over 80,000 child records has been developed and pilot agencies are inputting new family records and updates of old records.
- **Children and Families Budget Fiscal Year 2003-04:** The restructuring of the Children and Families Budget is ahead of schedule with over 50 percent of the departmental programs identifying specific program performance measures and budget allocations, exceeding the target goal of 25 percent. The budget was presented to stakeholder groups and shared with key officials of the City of Los Angeles to support their efforts to develop a similar budget.
- **Contract Simplification:** NDTF approved a Health and Human Services (H&HS) Department-Specific Contract Language Matrix which identifies DCFS, DHS, DMH, DPSS, CSSD, and Probation's required contract language that is either in addition to or replaces language in the County Sample Contract. This will help contractors quickly identify the unique departmental contract requirements and assist them with streamlining their process for preparing proposals and ensuring unique requirements are appropriately addressed. This effort also helped departments re-evaluate their need for unique requirements and supported the sharing of lessons learned and best practices.
- **CalWORKs Program Evaluation:** Surveys were sent to participants who reached time limits on January 2003 and focus groups are being conducted on the impact of CalWORKs time limits for individuals whose cash benefits were terminated during January 2003.

Attached is a more detailed matrix (Attachment B) on the most significant initiatives being supported by SIB. Areas of focus for the upcoming quarter include finalizing the Integrated Family Service System design, moving forward with PASSPORT development, and preparing instructions for the Children and Families' Budget. If you have any questions or need additional information, please contact me or your staff may contact Alisa Drakodaidis at (213) 893-2477.

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Attachment

c: New Directions Task Force
Children's Planning Council
Interagency Operations Group

SERVICE INTEGRATION BRANCH - TENTH QUARTER STATUS REPORT

Service Integration Initiative	Deliverables	Results
<p><i>Service Integration Action Plan</i></p> <p>Purpose: To make the County's health and human services delivery system more family-focused, culturally-competent, accessible, responsive, and accountable for improved outcomes for children and families.</p>	<p>To improve outcomes for children and families by implementing the SIAP Phase II recommendations approved by the New Directions Task Force (NDTF):</p> <ol style="list-style-type: none"> 1. Pilot the Most Commonly Required Fees and Documents Matrix (MCRD); 2. Pilot the Universal Face Sheet (UFS); 3. Contract Simplification; 	<p>NDTF approved all SIAP implementation recommendations and the following actions have been taken relative to SIAP Phase II implementation:</p> <ul style="list-style-type: none"> • <u>Most Commonly Required Documents (MCRD):</u> The MCRD Pilot ended on May 30, 2003. The results from the staff evaluation and focus groups comprised of clients and department representatives are currently being tabulated and analyzed. A final report and recommendations regarding continued implementation is being prepared and finalized for submittal to NDTF. • <u>Universal Face Sheet (UFS):</u> A Matrix has been created comparing the UFS fields of information to the various County intake forms currently being used. A final report and recommendations regarding use and automation of the UFS is being prepared and finalized for submittal to NDTF. • <u>Contract Simplification:</u> On July 8, 2003, the NDTF approved Health and Human Services (H&HS) Department-Specific Contract Language Matrix which identifies DCFS, DHS, DMH, DPSS, CSSD, and Probation's required contract language that is either in addition to or replaces language in the County Sample Contract. This will help contractors quickly identify unique departmental contract requirements and assist them with streamlining the process for preparing proposals and ensuring unique requirements are appropriately addressed. This effort also helped departments re-evaluate their need for unique requirements and supported the sharing of lessons learned and best practices. NDTF also approved posting of the matrix on the CAO/SIB website and to secure a link with the LA County Online – Doing Business With Us website, maintained by

Service Integration Initiative	Deliverables	Results
<p><i>Service Integration Action Plan (Cont'd)</i></p>	<p>8. Revenue Maximization Plan and Strategies.</p>	<ul style="list-style-type: none"> <p><u>Revenue Maximization Plan Update:</u></p> <p>As part of the Children and Families Budget process, Funding Source and Revenue Stream data was obtained from County departments/agencies on April 30th. With the assistance of the Revenue Maximization Workgroup (comprised of finance and program experts from the health and human services departments), efforts are currently underway to validate and clean the data set. Website development will begin once the data has been cleaned and validated.</p> <p>On June 10, 2003, the Board unanimously approved the Countywide implementation of the Medi-Cal Administrative Activities/Targeted Case Management (MAA/TCM) program and established the necessary County infrastructure (Local Government Agency) to coordinate and manage participation in the program.</p>

Service Integration Initiative	Deliverables	Results
<p><i>Restructuring the Children's Budget</i></p> <p>Purpose: To clearly demonstrate the contribution the County is making toward improving the lives of children and families, providing information necessary to guide future program decisions, and identifying to what extent County funds are utilized effectively and efficiently.</p>	<p>The Restructured Children and Families Budget:</p> <ol style="list-style-type: none"> 1. Includes all programs aimed at serving children and families and is developed and released at the same time as the County's Proposed Budget; 2. Provides a program performance budget that is based on Mark Friedman's Results-Based Decision Making model which includes both performance and results accountability; 3. Links program performance measures with program budget allocations, actual expenditures, and funding sources; and 4. Provides an analysis of the efficiency and effectiveness of individual programs and the collective cross-agency contributions toward improving outcomes. 	<p>The restructuring of the Children and Families Budget is ahead of schedule with over 50 percent of the departmental programs identifying specific program performance measures and budget allocations, exceeding the target goal of 25 percent.</p> <p>The Fiscal Year 2003-04 Children and Families Budget has been presented to the following stakeholder groups: the Children's Planning Council, Commission for Children and Families, and New Directions Task Force. Information on the County's Children and Families Budget has also been shared with key officials of the City of Los Angeles to support their efforts to develop a similar budget.</p>

Service Integration Initiative	Deliverables	Results
<p><i>Multi-Agency Co-location and Service Integration Plan</i></p> <p>Purpose: To set a direction to begin streamlining the County's policies and processes so children and families can obtain multiple services in one-stop centers.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. By July 2003, adopt policy for developing co-located and integrated multi-agency Family Service Centers that provide accessible, community-based health and human services. 2. Develop space program requirements for facilities services program the East San Fernando Valley capital project. 3. Develop a facilities services program and business plan for the East San Fernando Valley capital project. 4. Pursue other opportunities for developing Family Service Centers. 	<p>A final draft of the Business Plan for the East San Fernando Valley Family Service Center was completed. The business plan was presented to the leadership of SPA 2 and will be finalized after meeting with the full SPA in September.</p> <p>Efforts are underway to identify a child care provider, as well as confirm community agency representation in the Center.</p>

Service Integration Initiative	Deliverables	Results
<p><i>Implementation of the Safe Haven Task Force Recommendations</i></p> <p>Purpose: To implement the 12 Safe Haven Task Force recommendations approved by the Board on June 4, 2002, to more effectively implement the Newborn Abandonment Law (SB 1368), often referred to as the “Safe Haven Law,” in Los Angeles County to achieve the goal of no babies ever being abandoned in Los Angeles County.</p>	<p>The Save Haven Task Force recommendations include:</p> <ol style="list-style-type: none"> 1. Support legislative changes to the Safe Haven Law; 2. Designate new Safe Haven sites in Los Angeles County; 3. Create a public information campaign to improve public awareness; 4. Develop a standard training for County staff and community providers; 5. Include an annual in-service staff training program on the Safe Haven Law; 6. Add Safe Haven Law information to middle and high school curricula; 7. Add information about the Law and support groups on the Countywide Web Portal; 8. Provide information about the Safe Haven Law to County hotline staff; 9. Establish a Speaker’s Bureau; 10. Inform all current and new County employees about the Safe Haven Law; 11. Inform all County contractors about the Safe Haven Law; and 12. Initiate systemic data collection about abandoned and surrendered infants. 	<p>SIB coordinated the following actions with County departments, First 5 LA and community partners:</p> <ul style="list-style-type: none"> • In April and June 2003, the County designated seven additional municipal fire departments as Safe Surrender sites. The fire departments are in the cities of Alhambra, Arcadia, Culver City, Downey, El Segundo, Redondo Beach, and San Marino. There are now a total of 343 designated fire stations. • In June 2003, transit advertisements were launched Countywide with sponsorship by First 5 LA. Advertisements will be on MTA buses and shelters in the months of June, July, and September 2003. The current total of advertisements are 270 bus exterior ads, 522 interior bus ads, and 55 transit shelter ads • In June 2003, a memo was distributed to all department heads to ensure that all County employees are educated on the SSB Law. A flyer regarding SSB Law was also attached. • In June 2003, all County employee pay warrants contained a message regarding the SSB Law. The message contained brief information on the Law, the SSB Law hotline, and the SSB Law website.

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<p><i>Implementation of Goal 5: Children and Families' Well-Being</i></p> <p>Purpose: To establish alignment among stakeholders on health and human services priorities for improving outcomes.</p>	<ol style="list-style-type: none"> 1. Strategy 1: Implement integrated service delivery initiatives to demonstrate substantial progress toward achieving improved outcomes for children and families by July 2005. 2. Strategy 2: Establish alignment among all stakeholders on health and human services priorities for improving outcomes by July 2003. 3. Strategy 3: Implement a system to measure progress towards improving the five outcomes for children and families by July 2006. 	<p>On July 8, 2003, SIB presented a report on the implementation of Goal 5 objectives. Subsequently, on July 17, 2003, Bryce Yokomizo, Chair of NDTF, presented a status report on Goal 5 to the Guiding Coalition. All objectives are currently being implemented, with implementation complete for several objectives, including:</p> <ul style="list-style-type: none"> • 5.1.2 – Implementation of a Centralized Eligibility List pilot to increase access to the full range of subsidized child care services for income-eligible families. • 5.2.3 - Initiation of action plan for creating a Countywide Long-Term Care System to coordinate and integrate services for improving outcomes for elderly and disabled adults. • 5.2.5 – Adoption of policy for developing co-located and integrated multi-agency Family Service Centers.

Service Integration Initiative	Deliverables	Results
<p><i>Partnering with Regional Centers</i></p> <p>Purpose: To define and confirm department/agencies joint and several roles and responsibilities for working together to provide coordinated services that help improve the lives of residents in the County of Los Angeles with developmental disabilities.</p>	<ol style="list-style-type: none"> 1. Implement an operational agreement between the seven county regional centers and DCFS, Probation, DMH, DHS to share data and coordinate services. 2. Monitor implementation and compliance with the executed operational agreement. 	<p>Department heads, Regional Center leaders, and State representatives met to review the draft operational agreement and commit to facilitate its execution by September.</p> <p>The State Department of Development Services has agreed to provide SIB with the State's data to match against County's data.</p>

Service Integration Initiative	Deliverables	Results
<p>Workgroup 4: Data/Information Sharing</p> <p>Purpose: To develop and implement an integrated system for sharing information between agencies, departments, and community partners toward enabling families to access services.</p>	<p>Actions include:</p> <ol style="list-style-type: none"> 1. By October 2003, launch an Internet-accessible, self-administered <i>Los Angeles Services Identification and Referral (LASIR)</i> software application, usable by County and non-County staff, community-based organization representatives, and the general public for identifying services and programs that might be available to individuals and/or families in need, based on their unique circumstances. 2. A Statement of Work is being reviewed by the CIO for Phase II to enhance the functionality of LASIR. 	<p>Phase I of the LASIR application development is complete.</p> <p>The following deliverable have been completed:</p> <ul style="list-style-type: none"> • Development of Project Control Document. • Development of recommendations for application design and functional requirements. • Implementation of methodology to capture programs, service information, and decision criteria. • Customization of STARS. • Establishment of Quality control plan. <p>The system was demonstrated to the Workgroup on June 25, 2003.</p>

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<p><i>Child Health and Education Passport System (PASSPORT)</i></p> <p>Purpose: To allow County staff, health, mental health, developmental disability, and education providers, and child caregivers the ability to access and update health and education information, via the Internet, for each of the children to whom Los Angeles County extends its support and protection through the child dependency and juvenile delinquency systems.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Development of a more detailed scope of work using the information from current available sources. 2. Confirmation with ISD regarding timeline for conducting solicitation. 3. Development of Report on Status of Approach to Passport. 4. Review of Results of Solicitation. 5. Development of Board Letter Request Authority to Expend currently budgeted Information Technology Funds. 6. Execution of Contract, dependent on approval to spend Information Technology Funds and advisement of Board of Contract Agreement 	<p>The detailed Scope of Work for Passport for utilizing the Information Technology Support Services Master Agreement (ITSSMA) has been circulated for departmental approval.</p>

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<p>CAO Internet/Intranet Web Surveys</p> <p>Purpose: To provide an integrated information technology solution for expediting the execution and management of survey questionnaires using Web technology.</p> <p>.</p>	<p>Actions include:</p> <ol style="list-style-type: none"> 1. By June 2002, select an enterprise solution of the management of Web surveys and submit an Information Technology Infrastructure Investment Fund (ITF) Application for the acquisition of the selected enterprise solution. 2. By January 2003, acquire all required hardware and software. 3. By June 2003, install, test, and implement the selected enterprise solution. 	<p>Perseus SurveySolutions Enterprise Portal System was selected as the enterprise solution. This system is an integrated suite that contains the functionality required for the design, development, and administration of surveys, and the analysis and publication of results of data using Web technology. The System was implemented in June 2003.</p> <p>SIB also implemented in Cardiff TELEform to automate the capturing of data obtained from paper surveys.</p> <p>Perseus will enable TELEform-collected data to be merged with on-line survey data for complete analysis, allowing a full enterprise solution for collecting and analyzing paper and electronic surveys.</p>

Service Integration Initiative	Deliverables	Results
<p><i>New Directions Task Force (NDTF) Special Needs Housing Alliance</i></p> <p>Purpose: To increase the availability of special needs housing through the integration of efforts by County departments, service providers, housing agencies, developers, and other stakeholders.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Inventorying existing housing and program resources; 2. Assessing funding opportunities; 3. Executing an operational agreement between agencies to confirm roles, responsibilities, and commitment of resources; and 4. Developing and implementing a strategic plan for increasing the availability of Special Needs Housing. 	<p>With the support of NDTF, and on behalf of the Alliance, Shelter partnership was awarded a 2 year, \$130,000.00 grant (\$65,000.00 per year) by the Corporation for Supportive Housing to assist with the development of permanent supportive housing for individuals and families that are considered “long-term homeless” due to chronic health conditions and/or disabilities</p> <p>Receiving the grant enables Shelter Partnership to provide the Alliance with the staff and technical support needed to further implement its Work Plan, including:</p> <ul style="list-style-type: none"> ➤ Assessing funding opportunities and coordinating development opportunities and legislative/advocacy activities via a tracking system. ➤ Drafting and executing an operational agreement between County agencies/departments to identify roles, responsibilities, and commitment of resources; and ➤ Developing and implementing a strategic plan for increasing the availability of special needs housing in the County.

Service Integration Initiative	Deliverables	Results
<p><i>NDTF Faith-Based Organization Collaboration Council (FBOCC)</i></p> <p>Purpose: To increase the availability of services for children and families by partnering with FBOs.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Developing informational materials/guidelines on charitable choice; 2. Enhancing community access to funding and technical assistance and training information through the Office of Small Business (OSB) and its Web page; 3. Identifying areas of collaboration between FBOs and County departments; 4. Developing channels of communication for programmatic/ policy community input; and 5. Developing an inventory of “successful” Charitable Choice collaborative models and preparing a synopsis of lessons learned. 	<p>The FBOCC met with the Interagency Operations Group (IOG) to gauge the feasibility of conducting an inventory of existing FBO-County relationships among health and human service departments.</p> <p>The purpose of the inventory is to identify existing opportunities for FBO participation in the delivery of social service programs, in accordance with the Executive Order issued by President Bush.</p> <p>With the participation of SIB staff, FBOCC and IOG members developed an instrument to conduct the inventory which was based on a previously used DPSS model. Efforts are currently underway to identify the necessary departmental contacts within Service Planning Area 2 to pilot the instrument.</p>

Service Integration Initiative	Deliverables	Results
<p>Office of Child Care</p> <p>Purpose: To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Coordinating implementation of the Centralized Eligibility List (CEL) Pilot Project to ensure equitable and streamlined access to the full range of subsidized child care services for all income-eligible families; provide accurate, unduplicated information on the number of income-eligible families seeking subsidized child care services; and improve the ability to advocate for new resources for underserved communities and populations; 2. Coordinating implementation of AB 212 - Investing in Early Educators Project, to improve the quality of child care services by reducing turnover and increasing the education of qualified teaching staff through the award of cash stipends; improve the management skills of administrators in California Department of Education-funded child development centers through the provision of a focused management-training program; and conduct a process and impact evaluation to ensure that "lessons learned" are identified; 	<p><u>CEL</u></p> <p>CEL is fully operational with a database of over 80,000 child records. Pilot agency activity includes inputting new family records and updates of old records. Additional training of users was conducted in June. The vendor is working on changes based on user/SIB staff suggestions.</p> <p><u>AB 212 –Stipend</u></p> <p>A final total of 619 stipends were awarded to Cycle 2 applicants, totaling \$1,484,700.</p> <p>The process to verify Cycle 3 applicants have fulfilled their course work requirements and maintained employment in CDE-funded child development centers is currently underway. A contract extension was granted to September 30, 2003 to allow adequate time to verify applicant coursework completed in June 2003. Cycle 3 is projected to have the largest number of eligible applicant stipend awards.</p>

Service Integration Initiative	Deliverables	Results
<p>Office of Child Care (Continued)</p> <p>Purpose: To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<ol style="list-style-type: none"> 3. Initiating a collaborative planning process to sustain and institutionalize compensation improvements for persons working in child development programs and family child care homes; 4. In conjunction with the Week of the Young Child, coordinating the preparation and presentation of a report card describing the first year's accomplishments and future goals of the Policy Roundtable for Child Care; 5. Obtaining endorsements of the Child Care Planning Committee's Strategic Plan for Child Care and Development to: a) articulate a common vision for the child care and development infrastructure; and b) set strategic directions for ensuring capacity development, quality improvements, and access to child care and development services; and 6. Increase the capacity of family child care providers and child development centers to effectively serve children with disabilities and other special needs. This project is funded by the California Department of Education, beginning in February 2003 and running through May 2005. 	<p>The Office of Child Care provided staff support to the Policy Roundtable for Child Care seminar on child care worker compensation. The seminar was held on April 17, 2003. Fifty persons attended. Data on the child care center compensation survey, AB 212 stipend applicants, and the First 5 LA compensation initiative was presented.</p> <p><u>Strategic Plan</u></p> <p>The Child Care Planning Committee has completed and filed for Board approval its 10-year Strategic Plan for Child Care and Development for the County of Los Angeles.</p> <p><u>SB 1703</u></p> <p>A survey to identify child care services provided to children in the County with disabilities and other special needs was disseminated to approximately 13,000 licensed child care providers in the County.</p>

Service Integration Initiative	Deliverables	Results
<p><i>County Employee Child Care</i></p> <p>Purpose: To implement actions to enhance the availability of child care for County employees including enhanced information awareness and needs assessment.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Identifying a host department and facilitating development and implementation of an operator contract for the Van Nuys Civic Center Child Care Center; and 2. Supporting the Labor-Management Child Care Task Force to implement the strategic plan for enhancing employee child care services. 	<p><u>County Employee Child Care</u></p> <p>The Office of Child Care is assisting the DHS Contracts and Grant in the development of a Child Care Master Agreement. DHS estimates that the Master Agreement will be available for use in October 2003.</p> <p>A number of the employee child care centers are upgrading their playgrounds to ensure compliance with new playground regulations. The costs associated with upgrading the playground equipment and surfacing are covered by forfeited Dependent Care Spending Account dollars.</p> <p>The Labor-Management Child Care Task Force has suspended meetings until the State Budget for 2003-04 is adopted and the local implications are clear.</p>

Service Integration Initiative	Deliverables	Results
<p>Los Angeles County GIS Repository</p> <p>Purpose: To extend the capabilities of the Los Angeles County Facilities application to develop an Internet-based GIS-enabled application system to assist the public in identifying the general location of sex offenders that are classified as either “High” or “Serious Risk” within Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Overseeing the development of a Web-enabled Mapping Service Platform that will facilitate the public in identifying the general location of sex offenders that are classified as either “High” or “Serious Risk” within Los Angeles County; 2. Amend the contract with GIS/Trans for this project; 3. Demonstrate a prototype of the application to the Fifth District for approval; 4. Upon approval of the user interface, complete development of a Web site to display offenders by city, zip code, or within a predetermined radius of a selected address, park, school, or library; 5. Provide documentation; 6. Train staff for maintenance; and 7. Install the application on the production servers in Downey. 	<p>The following has been accomplished during this quarter:</p> <ul style="list-style-type: none"> • Continued to update the Sex Offender Information as updates were made available from the Sheriff. The latest update is data from June 16, 2003. See http://gismap.co.la.ca.us/sols • Developed an address locator for CDC. The public can type in an address and determine if the address is inside or outside the county portion of an Enterprise Zone. • Developed an ATM/POS locator for DPSS that will help direct recipients of Electronic Benefits to the nearest location that will provide cash. • Developed a mapping system that provides maps and directions to a Safe Haven location. • Created a Central GIS repository for the CAO Real Estate Division that can be accessed through ArcExplorer, a free GIS tool, with parcel-level information. • Added the Assessor’s parcel basemap and database to the Central GIS repository. • Moved the central repository to the new county standard projection (State Plane Zone 5).

Service Integration Initiative	Deliverables	Results
<p>Urban Research</p> <p>Purpose: To centralize needed expertise and reduce the cost of duplication among departments for conducting Census data analysis, supporting operational applications of geographic information system concepts; producing ad hoc maps and data products; developing master geographic cataloguing systems; constructing an Economic Database; and providing technical system support services.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Ongoing analysis and support of Census-related questions; 2. Coordinating multi-departmental efforts to update the Thomas Brothers Digital Database for creating a complete, current, and accurate street centerline file; 3. Continuing to improve the matching process of addresses to streets and names between disparate data files; 4. Creating demographic, employment, and economic change (growth) database for Los Angeles County and the Southern California Region; and 5. Continuing to enhance and modify the Emergency Management Information System (EMIS) to optimize its usefulness and meet the changing needs of Emergency Operation Center. 	<p><u>Transactional Updating System</u> Continued to improve match rates past the 99 percent: lowered rejected voter count from 35,100 on March 20, 2003 to 30,000 on July 14 2003; lowered false match rate from 64,100 voters in the wrong precinct to 55,000, and lowered false zip match rate from 14,100 to 9,000 out of 3.9 million voters. Migrated entire TUS system, as well as entire RRCC mapping system, to Zone 5; awaiting new PDB from Assessor to measure false match rate from October 2002, 5 percent error (94,500 parcels in the wrong block polygon).</p> <p><u>GIS Support</u> Continued to provide ad hoc maps for Board Offices, Parks, ISD Telecommunications, and DHS Ambulance, Child Care, Real Estate Division, etc.</p> <p><u>Census Related Action</u> Extracted Census standard data for requests from Department of Public Works, SIB/CalWorks, SIB Child Care, DMH, Regional Planning, and Superior Court.</p> <p><u>Record Matching</u> Met with DCFS and DMH to set up match datasets for the Integrated Family Services System (IFSS). Completed address matching of data records for DPSS, DCFS, and DMH for the period from 5/1/01 to 2/28/03. Based upon this data, a SPA summary report was presented to the IFSS design committee. The design committee reviewed the data and revised the data specifications.</p> <p>Produced quarterly revision of the Postal zip+4 reference files for LA County and the five surrounding counties. Three monthly case address matches the DPSS LEADER and In Home Support Services (IHSS) to the census tract for a total of 3.8 million matches.</p>

Service Integration Initiative	Deliverables	Results
<p>Revenue Recovery</p> <p>Purpose: To assist departments in recovering funds that would not normally be recovered through their administrative process.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Managing the ongoing monthly process to recover the Medi-Cal revenue for DMH, which is estimated between \$1 million and \$2 million annually by matching Medi-Cal eligible patient records for DMH and DHS against the State Medi-Cal Eligibility History File or State Medi-Cal Eligibility Data System (MEDS). 2. Managing the ongoing monthly process to recover the Medi-Cal revenue for DHS, estimated at \$500,000 annually. 3. Managing the ongoing monthly process to recover the misallocated State Board of Equalization (SBE) sales tax, estimated between \$2.0 million and \$2.8 million annually. 	<p>Monthly name-matching of DMH clients to MEDS file: The collection detail for this period is:</p> <ol style="list-style-type: none"> 1. \$ 129,966 in April 2003 2. \$ 120,172 in May 2003 3. <u>\$ 150,951</u> in June 2003 <p>\$ 401,089 Total for Quarter</p> <p>Total fiscal year-to-date DMH recovery: \$2,133,908.</p> <p>Negotiated and received permission from DMH to use MEDS file for monthly name-matching of DHS clients to join effort with Eligibility History File. A comparison between the new and old processes indicated the result having a significant improvement of recovered revenue since February, 2003. The collection detail for this period is:</p> <ol style="list-style-type: none"> 1. \$ 36,672 in April 2003 2. \$ 43,626 in May 2003 3. <u>\$ 39,418</u> in June 2003 <p>\$119,716 Total for Quarter</p> <p>Total fiscal year-to-date DHS recovery: \$359,744.</p> <p>Quarterly geocoding of business addresses to recover misallocated sales tax revenues was completed for Fiscal Year 2002-03. Revenue recovered in the current fiscal year (four quarters):</p> <ol style="list-style-type: none"> 1. \$ 481,380 (1st Q. 2002) recovered in Sept 2002 2. \$ 426,704 (2nd Q. 2002) recovered in Dec. 2002 3. \$ 419,031 (3rd Q. 2002) recovered in Mar. 2003 4. \$ <u>306,808</u> (4th Q. 2002) recovered in Jun. 2003 <p>\$1,633,923 Fiscal Year total</p> <p>Total fiscal year-to-date SBE recovery: \$1,633,923.</p>

Service Integration Initiative	Deliverables	Results
<p><i>CalWORKs Program Evaluation</i></p> <p>Purpose: To conduct an evaluation of to monitor DPSS success in:</p> <ol style="list-style-type: none"> 1. Reducing child poverty; 2. Reducing dependency of needy parents on government benefits; and 3. Avoiding unanticipated outcomes that negatively affect families and communities, as required by the CalWORKs Performance Monitoring and Evaluation Plan approved by the Board of Supervisors in April 1998. 	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Providing reports to DPSS on the impacts of implementing CalWORKs. 2. Provide evaluation reports and conduct research studies for County departments and the Board of Supervisors. 	<p><u>CalWORKs</u></p> <ul style="list-style-type: none"> • Completed the Phase I survey with participants who reached time limits on January 2003 and with a comparison group of participant still on aid. • Developed a research design to conduct a study of the effects of sanctions among CalWORKs participants in Los Angeles County. • Began compilation of data and statistical analysis for a report on the state of children in Los Angeles County CalWORKs families. • Secured resources to conduct focus group research for a Board-mandated study on the impact of CalWORKs time limits for individuals whose cash benefits were terminated during January 2003. • Completed the focus group research plan and design to obtain qualitative data from participants on the impact of CalWORKs time limits. In addition, samples and sites were selected and all consent forms and focus group questions were pre-tested. Two Phase I focus groups were conducted with time out individuals and with participants still on aid.

Service Integration Initiative	Deliverables	Results
<p><i>Research and Evaluation Studies</i></p> <p>1. Conduct Research and evaluation studies for County departments and the Board of Supervisors.</p>	<p>1. Provide applied research studies to County Departments and the Board of Supervisors</p>	<p><u>Other Research Projects</u></p> <ul style="list-style-type: none"> • A study was conducted to provide estimates of a living wage for individuals living and working in Los Angeles County under Proposition A and cafeteria services contracts.